

BEST PRACTICES REENGINEERING PROCESS



Salud Integral en la Montaña, Inc.

Dr. Gloria del C. Amador, DrPH-HSAM, MHSA
JUNE, 2022

SIM, is a private non-for-profit community organization, incorporated in the State Department in 1974, and recognized by the federal government as a Federally Qualified Health Center.

SIM purpose is to provide preventive, primary & specialized healthcare services in its Community Health Centers located on Barranquitas, Comerío, Corozal, Naranjito, Orocovis, Toa Alta and Bayamón and near-by communities.



Non for Profit
Organization



9 Sites
4 ERs
4 MUs



7 Municipalities



Home Care
(23 mun) &
2 Hospices
Programs
(38 mun)



673
Employees



59,409*
Patients
(+10%)

Current Operations



BPHC - \$8.9m
330 Section Funding



2020-21 - \$110M
Total Assets



\$14.8M
Other Funds:
American Rescue Plan Act, CARES,
Direct Relief, CHF, Hispanic
Federation, Quest Foundation



Certified Programs:

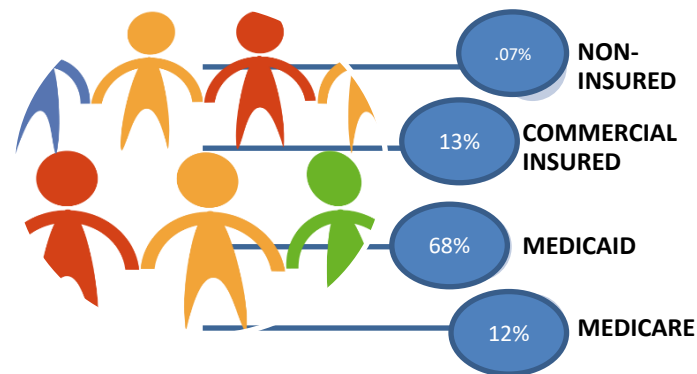
- Home Care & Hospice *La Montaña*
- Hospice *Krystal*
- Ryan White
- Farmworkers / Public Housing
- Healthy Families
- Post COVID-19 Care Clinic
- *Community Outreach*

- **SIM in Your Community**

Patient Mix:

- Children < 18: 22%
- Adults 18-64: 64%
- Adults > 65: 14%

COMMUNITIES



59,409*
Patients



232,041*
Visits
(21+)



REENGINEERING PROCESS

Reengineering is a managerial approach widely accepted among companies today, which consists of managing processes instead of functions, redesigning the organization's processes instead of introducing small changes to carry out continuous improvement.

“Process reengineering” is, by definition, the method by which an organization can achieve a step change in performance as measured by cost, cycle time, service, and quality, through the application of various process-focused tools and techniques. business, customer-oriented, rather than a series of organizational functions.

All people must understand the ultimate goals, how to achieve them, and the indicators that will measure success.

SIM EMBARKS IN THE REENGINEERING PROCESS